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**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/798,629                      Group Art Unit: 2617  
Filing Date: March 11, 2004                      Examiner: Congvan TRAN  
Applicant: Douglas Harold ROLLENDER  
Title: METHOD OF ASSOCIATING DATA WITH A CALL TO A  
CALL CENTER  
Attorney Docket: 29250-002319/US

Customer Service Window  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314  
**Mail Stop AF**

November 12, 2009

**AMENDMENT**

Sir:

In response to the Final Office Action dated August 31, 2009, the following amendments and remarks are respectfully submitted in connection with the above-identified application.

**Amendments to the Claims** begin on page 2 of this Amendment.

**Remarks** begin on page 6 of this Amendment.

	Claims remaining after Amendment		Highest number previously paid for		Present extra
<b>Total</b>	11	-	27	=	0
<b>Independent</b>	3	-	5	=	0